

ATTACHMENT S

NUMBER OF STATES SERVED

Portions of states served:

GTE/Contel (total)	40
Ameritech service states	5
Bell Atlantic service states	6
Bell South service states	9
NYNEX service states	7
Southwest Bell service states	5
PacTel service states	2
U S West service states	14

NUMBER OF LATAS SERVED

LATAs or portions of LATAs served:

GTE/Contel (total)	139
Ameritech service states	29
Bell Atlantic service states	19
Bell South service states	39
NYNEX service states	15
Southwest Bell service states	27
PacTel service states	12
U S West service states	27

T

ATTACHMENT T

VOICE MESSAGING SERVICE - ENHANCED SERVICE PROVIDER

PAGE 1

SUBJECT: GENERAL INFORMATION PART 1

INTRODUCTION Information contained in this material is to be utilized for service order entry for Voice Messaging service in conjunction with Enhanced Service Providers. This document and its instructions are applicable to both affiliated and unaffiliated ESPs, all ESP customers should be handled in the same manner.

ENHANCED
SERVICE
PROVIDER
VENDOR Voice Messaging service can be provided to GTE customers via an Enhanced Service Provider (ESP) vendor. Any ESP vendor wishing to provide VMS will be required to order specific network service arrangements located in each state tariff associated to Enhanced Service Provider Services through GTE. Specific regulations and conditions relative to Enhanced Service Providers may exist in each state. Each Area will be responsible for reviewing their respective states tariff for variations. It will be necessary for the ESP vendor to verify that their patron's line(s) have been activated Call Forwarding. If the ESP vendor requests the addition of the aforementioned, the Service Representative will be responsible for distributing the order to the appropriate department(s) for translation and establish the appropriate billing. An ESP is a customer who, in accordance with applicable regulatory requirements, claims the status of an ESP and who provides an enhanced service under Section 64.702 of the FCC's Rules.

Enhanced Services will not be provided in connection with Public Coin Telephone Service, Semipublic Coin Telephone Service, or Party Line Service.

SUBJECT: GENERAL INFORMATION (CONT'D) PART 1

SERVICE
RESTRICTION

Voice Messaging Service will be the first product which will be affected by Comparably Efficient Interconnection (CEI)/Open Network Architecture (ONA). CEI/ONA is an outcome of the Federal Communications Commission (FCC) determining that the enhanced services market was not developing fast enough. Therefore, after careful scrutiny, the FCC established the ONA concept which restricted only the Bell Operating Companies (BOCs) from discriminating in their favor against an Enhanced Service Provider (ESP). ONA opens the local exchange network to all competitive providers of enhanced services. Additionally, the BOCs were burden with complying to principles set by the FCC that were simple in concept, but difficult and complex in implementation. CEI/ONA, therefore, required GTE to analyze what affects this mandate would cause GTE and approach the FCC with an alternative plan for our company.

CEI does affect Voice Messaging Service because this service can and will be offered by Enhanced Service Providers. This also will require GTE to review and establish some alternative means in satisfying our requirements. Customers may request or be informed by their ESP to notify GTE to restrict ESP personnel (BTL/ESP Sales Channel) from viewing their records for Customer Proprietary Network Information (CPNI). CPNI is defined as, individual customer data accumulated by a telco in the course of furnishing regulated common carrier service to the customer. GTE will only identify a customer's account as CPNI restricted when the customer has requested this in writing. CEI/ONA guidelines are provided in a separate document entitled, CEI/ONA Implementation Guidelines.

CEI/ONA Guidelines must be in place by the ESP tariff approval date, that is, prior to selling Voice Messaging or any Enhanced Service offering.

Voice
Messaging Service -
Enhanced Service Provider

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SUBJECT: REFERENCE MATERIAL PART 2

Reference material will be provided to include the availability of Voice Messaging by central office and any differences specific to switch type. A Reference Guide with the Product Information will also be available for the Service Representative. (See Attachment I)

Note: Area Staff should localize for specific availability.

SUBJECT: ORDER ENTRY REQUIREMENTS PART 3

SALES
RESPONSIBI-
LITIES

Sales will be responsible for obtaining all information relative to establishing Voice Messaging Service for an ESP Vendor including Data Gathering on the GTD5 for the ESP Vendor's patrons account.

Note: This does not preclude a large customer from acting as their own Enhanced Service Provider and obtaining their own Voice Server system. Refer to Enhanced Service Provider - Customer.

Upon receipt of a request for VMS, Sales will be required to determine the billing components by verifying the switch type in which the ESP vendor resides. Attachment III provides the specific technical requirements for the following switch types:

- o 5ESS
- o DMS100
- o 1AESS
- o GTD5

SUBJECT: ORDER ENTRY REQUIREMENTS PART 3
(CONT'D)

SALES
RESPONSI-
BILITIES
(CONT'D)

After Sales has determined what components are required to establish service, Sales will be responsible for distributing the following orders to the appropriate work locations for order entry:

- o Data Link (Type 3002 Private Line)
- o PBX Trunk(s) Order

Coordination of the initial request is essential; the Service Representative will be required to distribute a copy of the service request to Data Base Administration on all initial requests in addition to an ESP Sales Request (See Attachment IV), for the set-up on Voice Messaging Service.

Service order entry will be accomplished by:

- o Establishing the network office arrangements through which traffic will be passed to/from the ESP vendor's Voice Messaging (VM) computer and ordering the lines/trunks from the Central Office to the ESP vendor's VM computer
- o Establishing Call Forwarding or any Basic Service Element (if required) on the patron's line at the request of the ESP vendor (billing will be to the vendor, not to the patron) and informing the FAC via service order that VMS is to be activated for the designated CentraNet line(s)

SUBJECT: ORDER ENTRY REQUIREMENTS
(CONT'D)

PART 3

- o Establishing Data Link(s) connecting the Central Office and the Voice Messaging computer located on the customer's premises via a Private Line (excluding the GTD5 which will utilize 4 Wire Trunks). Data Link charges will be billed separate from the ESP vendor's local account due to the billing parameters of a private line service.

The Data Link order must identify the pilot number on the ESP's account via a Remark line. The following matrix should assist the representative in determining how the order is issued:

Facility Ordered	Tariff Rates Billed	Facilities Provisioned
------------------	---------------------	------------------------

LOCAL ACCESS TO SWITCH

GTD5	DID/DOD PBX TRK CNET LINE	DID/DOD PBX TRK CNET LINE	DID/DOD TRK DID/DOD TRK DID/DOD TRK
1AESS/ DMS100/ 5ESS	DID/DOD PBX TRK CNET LINE	DID/DOD PBX TRK CNET LINE	CNET LINE CNET LINE CNET LINE

TRANSMISSION OF VOICE

GTD5	DID/DOD PBX TRK CNET LINE	SEE DATALINK CHARGE " " " "	T1 T1 T1
1AESS/ DMS100/ 5ESS	DID/DOD DID/DOD DID/DOD	SEE DATALINK " " " "	ANALOG LN ANALOG LN ANALOG LN

*DATALINK CHARGE

GTD5	DATALINK	ESPLINK AND ESPLINKNRC	NONE, FUNCTIONALITY PROVIDED VIA T1
1AESS/ DMS100/ 5ESS	DATALINK	ESPLINK AND ESPLINKNRC (ALL 2 SWITCHES)	THE PRIVATE LINE PROVISIONED FOR DATA TRANSMISSION IS CONNECTED TO A SMDI/ SMSI PORT

*NOTE: The Datalink when ordered in a GTD5 switch is issued only for a billing requirement to cover GTE's cost for provisioning the TRKS/LNS via a T1.

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Enhanced Service Provider

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SUBJECT: ORDER ENTRY REQUIREMENTS
(CONT'D) PART 3

DATALINK CHARGE (CONT'D)

1AESS/ DATALINK	ESPLINK AND	THE PRIVATE
DMS100/	ESPLINKNRC	LINE
5ESS	(ALL 3 SWITCHES)	PROVISIONED
		FOR DATA
		TRANSMISSION
		IS CONNECTED
		TO A SMDI/
		SMSI PORT

*NOTE: The Datalink when ordered in a GTD5 switch is issued only for a billing requirement to cover GTE's cost for provisioning the TRKS/LNS via a T1.

- o Establishing SRL billing against the ESP identifying the patrons and basic service elements associated with the set-up.

The Service Representative will be responsible for creating an initial order establishing Voice Messaging service against the vendor's account as well as issuing subsequent orders adding patrons onto VMS, including on the order, the telephone number of the ESP's Voice Server.

Regulations and Conditions within each State/Area specific ESP tariff are applicable.

SUBJECT: GENERAL STANDARD EQUIPMENT CODES
 (GSECS) PART 4

NEW The following standard GSECs have been created for
GSECs ESP vendors for all Areas promoting Voice Messaging Service.

Note: It is critical that Sales verifies the State Tariff
 to confirm the appropriate billing components; State
 Commissions will often make unique changes which
 affects the pricing methodology in each jurisdiction.

SVC DESCRPTN	GSEC	MO RATE	NRC
Tracking Code for PBX/DID/DOD/ TRK Connection	ESPTK	.00	
Forward Call Information	ESPFCI	1.00	
Data Link Termination (per Link arranged)	ESPLINK	350.00	
Data Link Termination-NRC (per Link arranged)	ESPLINKNRC		500.00
Queing (per line or trunk arranged)	ESPQUE	1.50	
User Transfer (per line arranged)	ESPTRANS	1.50	

SUBJECT: GENERAL STANDARD EQUIPMENT CODES
(GSECS) PART 4

SVC DESCRPTN	GSEC	MO RATE	NRC
Call Forward Busy/ No Answer Fixed, Message Waiting Indication, Forwarded Call Information(per line arranged)	ESPVMPKG	2.00	

GSECS - Patron The following GSECS are associated to the Patron,
however are billed to the ESP vendor via fictitious
billing. Most companies accommodate most of the features
identified below within a Package offering; in Areas that
have unique billing, it will be necessary to utilize one,
if not all of the GSECS noted below.

SVC DESCRPTN	GSEC	MO RATE	NRC
Call Forwarding Busy (per line arranged)	ESPCFBF	1.25	
Call Forwarding No Answer (per line arranged)	ESPCFNAF	1.25	

SUBJECT: GENERAL STANDARD EQUIPMENT CODES
(GSECS) PART 4

SVC DESCRPTN	GSEC	MO RATE	NRC
Call Forwarding Busy/ No Answer (per line arranged)	ESPCFBNAF	1.50	
Message Waiting Indication Audible (per line arranged)	ESPMWI	.50	

In addition to the aforementioned, the patron's account must be updated and an order disseminated to assignment for input to the MARK database (CentraNet Only)
The following GSEC will be required in the Service and Equipment Category for order entry to SORCES.

Voice Messaging Patron's Account (Zero Rated)	VMVSTAT	N/A	N/A	.00
--	---------	-----	-----	-----

Note: Normal Service Order Charges apply to establish the Vendor's order for his Patron's billing. Definitions are found in Attachment.

Rates will vary for Basic Service Elements (BSEs) per State jurisdiction.

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SUBJECT: ACCOUNT CODES PART 5

ACCOUNT The following Account Codes and Action DP Type
CODES & DP Codes have been established for Voice Messaging
ACTION CODES service relative to Enhanced Service Providers:

<u>GSEC</u>	<u>Account Code</u>	<u>DP AC TY Codes</u>
ESPTK	5060.90	E3 40 20 - DEBIT/CREDIT
ESPFCI		ADJUSTMENT
ESPLINK		OTHER
ESPQUE		E3 08 10 - DEBIT/CREDIT
ESPVMPKG		ADJUSTMENT
ESPLINKNRC		
ESPCFBF		
ESPCFNAF		
ESPCFBNAF		
ESPMWI		
ESPTRANS		

<u>GSEC</u>	<u>Account Code</u>	<u>DP ACT TY Codes</u>
VMVSTAT	5060.90	E3 40 20

PART 6

NOTE: The GTD5 requires an order for a Datalink facility, however, it is for billing purposes only (Records Only).

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SUBJECT: SORCES PART 6

Line/Trunk additions or deletions can be expected as the ESP vendor's traffic increases or decreases. Additions or deletions after the vendor's initial installation will require a "C-Order".

Additions -

+RMK= ADD (QUANTITY) LINES/TRUNKS AT (NAME OF CO)

Note: Sales will be required to keep track of when additional network arrangements are necessary.

Deletions -

-SE= 1, (LINE/TRUNK GSEC), QTY=#:

Include in the REMARKS Section:

+RMK= ADD/DELETE (QUANTITY) VOICE MESSAGING
LINES/TRUNKS AT (NAME OF CENTRAL OFFICE);

When the ESP vendor requests complete removal of service, in addition to the "O-Order" to disconnect the vendor's Voice Messaging Services, a "C-Order" must be issued against each patron's account to remove Voice Messaging. In addition, an order is required to the Special Services to disconnect the Data Link order. Follow normal disconnect procedures for designed services.

SUBJECT: SORCES PART 6

SORCES
(Cont'd)

To establish connections for the ESP Vendor patron, the ESP vendor will be required to submit orders to establish background call forwarding and ring/no answer call forwarding when it has been determined that his patron(s) lines require these features. An order will always be required on the patron's account to notify FAC that VMS activation/deactivation if necessary. Requests for orders may be by:

- o Mail
- o Telephone contact

It is anticipated that multiple requests will be placed at a time. It is also expected that not all requests will be CentraNet related. The Service Representative will be responsible for forwarding all requests to the appropriate locations for order issuance.

SUBJECT: SORCES PART 6

ESP vendor orders to connect patrons will require two service orders: an "R" order on the ESP vendor's account, and a "C-Order" for the patron's account.

The "R-Order" provides the following:

- o Adds at the Central Office level, the activity of each patron's current additions or deletions to the ESP vendor's service and is used for billing the ESP vendor for each patron utilizing VMS
- o Listing of each patron on the ESP vendor's account, at the Central Office level. by telephone number

Identifiers can be placed on the vendor's service record to keep a record of the vendor's patrons. A service record listing (SRL) can also be requested to print each Bill Cycle. The SRL would then be mailed to the customer in addition to their bill. (Follow local area procedures for mailing SRL's.) Activity reflected will include:

```
+NRC= 1. SORB; (Company Specific)
+NRC= 2. SOSR, QTY= #; (Company Specific)
+ID= XXX-XXXX;
+SE= 1. ESPMWI;
+SE= 2. ESPFCI;
```

In the Billing Category -

```
+SBR=  SRL;
```

This sentence uses the Maintenance contract information category to record that the customer has Voice Messaging service and a ESP vendor has been utilized. This field is accessed by the Trouble Analysis System (TAS) and will be a valuable aid in properly handling customer trouble reports.

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SUBJECT: SORCES PART 6

If all lines in the customer's sub-group are to be equipped with the Message Waiting Indicator, a Data Base charge would be applicable.

Note: Each State's Tariff application of the Data Base Charge may differ. In the Generic Tariff which will be filed in all Area's, the breakdown is as follows:

- o Equip all lines within a sub-group - charge for a minor software change
- o Equip only part of the sub-group - charge for a routine software change

The MG## (Maintenance contract numbering capacity is from 01 to 99), entries are made in numerical sequence on each customer's record.

TN is the customer's telephone number.

VMS, (Vendor's name) is being used to alert repair that the customer has Voice Messaging service which is provided by an Enhanced Service Provider.

SOURCES
(Cont'd)

Upon receipt of a request from a ESP vendor for the removal of a patron's line from VMS, two (2) service orders will be required:

- ```
o "R-Order" on the ESP vendor's account -
 - Delete the identifier sentence
 - Delete associated GSEC's for the appropriate end
 users

o "C-Order" on the patron's account -
 - Delete zero rated GSEC
 - Delete the ASX Maintenance sentence
 - Add +RMK= REMOVE (VENDOR'S NAME) VOICE
 MESSAGING;
```

SUBJECT:           SORCES                           PART 6

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ENHANCED           A customer can choose to be his/her own Enhanced Service  
SERVICE           provider as long as they meet the requirements under  
PROVIDER -       Section 64.702 of the FCC's Rules. GTE will not be  
CUSTOMER         responsible for verification of the customer status.

The customer would provide their own Voice Server and  
request the appropriate connection components to activate  
the Voice Messaging service.

The customer is not obligated to obtain all Basic Service  
Elements (BSE's) GTE offers within our local tariffs, the  
customer can choose which of the BSE's are necessary to  
activate their Voice Server. The customer can utilize  
CentraNet lines for passing traffic to/from their Voice  
Server. However, when the customer chooses to utilize  
CentraNet lines, the Sales Representative must inform them  
that additional Network Access Registers (NARs) may be  
required.

In addition, the customer will be required to establish  
Data Lines connecting the Central Office and the  
Voice Messaging computer located on the customer's  
premises via Private Line (excluding the GTD5 which  
will utilize a 4 wire trunk). Data Link charges will be  
billed on the customer's local billing account. The  
Private Line order must identify the pilot number on  
the account via a Remark line for SORCES. Refer to the  
Enhanced Service Provider Vendor section for billing  
components/application for Data Links.

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SUBJECT:           COMPLETION OF SERVICE                           PART 7

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COMPLETION       Normal service order completion will be applicable to  
OF SERVICE       Voice Messaging service.

## ATTACHMENT I

### Enhanced Service Provider Services Definitions

The following Basic Service Elements (BSEs) may be ordered by an Enhanced Service Provider to connect Voice Messaging Service to the Telephone Company's local exchange network for their patrons. The following are only relative to CentraNet:

- o Call Forwarding Busy - This service provides customers the ability to redirect incoming calls to a pre-selected telephone number within the same central office serving area when incoming calls encounter a normal busy line condition.
- o Call Forwarding No Answer - This service provides customers the ability to redirect incoming calls to a pre-selected telephone number within the same central office serving area when incoming calls encounter a no answer condition after a specific number of rings, such number of rings to be specified when this service is ordered.
- o Call Forwarding Busy/No Answer - This service provides customers the ability to redirect incoming calls to a pre-selected telephone number within the same central office serving area when such incoming calls encounter either a normal busy or a no answer condition.
- o Message Waiting Indication - This service provides the ability for an ESP to send and an ESP's customer line to receive an alerting signal in the form of an audible stutter dial tone. This alerting signal will be used by the ESP to inform its customers that information is waiting for them.



ATTACHMENT I  
(CONT'D)

o Forwarded Call  
Information

- This service provides the information on the calling number (the ESP's customer line which was busy or did not answer and is equipped with call forwarding), the called number (the ESP's VMS number to which redirected calls are forwarded), and the reason calls were forwarded or placed to the ESP. The for forwarding information may include when a line is:

- oo Busy

- oo Not Answered

- oo Either Busy or Not Answered

- oo Used to call the ESP directly

o Queuing

- This service provides the customers subscribing to Automatic Access Lines (AAL) arranged in a multiline hunt group the capability to equip that group with a queuing feature. Calls made to a multiline hunt group equipped with the queuing feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed on queue and waits its turn to be served.

o User Transfer

- This service provides the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred, the original line/trunk is cleared to place or receive another call.